Personal leadership is for everyone, whatever your position in practice. Actively working to be more present, proactive and positive will help you to have more good days and feel more fulfilled at work and at home.

KEY LEARNING OBJECTIVES

- Learning how to set yourself up for success on a daily basis, whatever the challenges
- Knowing the benefits of being present, proactive and positive through the day
- Defining what a 'good day at work' is for you and how to have more of them

MULTIPLE CHOICE QUESTIONS

1. Why is personal leadership is important?
 - (A) Everyone will follow you

- (B) You are the boss
 - (C) It makes every day a good day
 - (D) It allows you to be in control of yourself and your time

2. What does being mindful require us to do?
 - (A) Be present and focus our attention on the moment
 - (B) Close our eyes and focus on breathing
 - (C) Meditate
 - (D) Be relaxed all the time
3. Why is having a good day important?
 - (A) The practice makes more money
 - (B) You get a lunch break every day
 - (C) You are happy, healthy and connected
 - (D) Everyone gets on all the time

Leaning into colleagues, clients and cases

Carolyne Crowe

Working with people is a key part of our profession; every day we are interacting with clients, colleagues and our bosses and this is often the part of the job that is most difficult and stressful. Do you find yourself frustrated by people not doing what you want or expect them to do, or in a conflict situation over something seemingly trivial? Do certain clients or colleagues make you feel anxious or irritated, or do you simply find some people hard to read or talk to?

We are taught to 'treat others like you would wish to be treated', but in reality, we need to treat others the way that they would wish to be treated. If we are able to do this, we are much more likely to get the best out of them and, in turn, to get the best out of any given situation. It means, however, that we need to know more about them. We also need to understand that people are not their behaviour; what we see and hear can give us useful information about how to interact with them, but we should refrain from judgement, as we know little about them at a deeper level.

People are different, but they are predictably different. Learning how to identify different behaviours and preferences gives you the opportunity to flex your own style; you cannot choose how another person will respond to you but you can maximize your chances of a positive response by communicating with them in the right way. Pay attention to how other people are interacting with you, both through their verbal and non-verbal communication. This helps you to develop your emotional intelligence (EI), being aware of yourself and of the impact that you are having on others. EI is something that can be developed and is a key part of personal leadership.

Knowing more about the different behavioural styles allows you to recognize your own strengths and challenges.

It helps you to understand when you are tripping yourself up and when you are at your best. This allows you to communicate effectively and to influence positive behaviours. Through doing this you will improve your client interactions and get the best out of your colleagues, creating a happier and more productive working environment.

KEY LEARNING OBJECTIVES

- Understanding your own and others behaviours and preferences
- Knowing the key principles of emotional intelligence (EI) and why EI is important
- Learning how to get the best out of every interaction

MULTIPLE CHOICE QUESTIONS

1. What are the the four different behavioural styles?
 - (A) Dominant, influencing, steady and compliant
 - (B) Direct, inspiring, slow and cautious
 - (C) Dominant, influencing, supportive and correct
 - (D) Determined, insightful, steady and critical
2. What does emotional intelligence require?
 - (A) Self-awareness and the ability to manage ourselves
 - (B) A high IQ
 - (C) To like everybody
 - (D) Everyone to have done behavioural profiling
3. What do you need to do to get the best out of others?
 - (A) Flex your style and pay attention to what happens
 - (B) Manipulate them
 - (C) Put people in boxes according to their style
 - (D) Not be yourself